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PATENT

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By: _____

Sara B. McPeak

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR
ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

AMENDMENT UNDER 37 CFR 1.116
EXPEDITED PROCEDURE EXAMINING
GROUP 2645

05/23/2005 SSESHE1 00000029 09660785

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Sir:

Please enter the following amendments and remarks as a submission under 37 C.F.R. § 1.114 as part of a Request for Continued Examination (RCE). Claims 1-4, 6-14 and 16-25 are currently pending. Please add new claims 26-31 presented below.

In response to the Final Office Action mailed January 13, 2005, and the Advisory Action mailed April 19, 2005, please amend the above-identified application as follows:

A Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.

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